



STRATEGIC DIRECTIONS FOR THE CAS OF TORONTO

2019-2022

Paul Rosebush, CEO



PRIOR STRATEGIC DIRECTIONS

1. **Lead:** Lead change through innovation, excellence and evidence-informed practice.
2. **Strengthen:** Strengthen services to children, youth and families through collaboration, strategic community partnerships and advocacy.
3. **Enhance:** Enhance responsive and transparent communications with internal and external stakeholders.
4. **Create:** Create an informed and accurate understanding of the purpose and value of CAS of Toronto.
5. **Ensure:** Ensure financial sustainability.

NEW DIRECTIONS



- Strengthen Client-Centered Services and Supports
- Work Collaboratively
- Champion Diversity, Equity and Inclusion



STRENGTHEN CLIENT-CENTERED SERVICES & SUPPORTS

Direction #1: Provide client-centered services and supports that incorporate the voices of children and youth and that enable children, youth and families to achieve good outcomes.



HOW WILL WE ACHIEVE THIS DIRECTION?

OBJECTIVES:

1. Connect with children, youth and community, to ensure their voices are being heard.
2. Improve the client experience for children, youth and families.
3. Use research to build a model of care that emphasizes prevention and early intervention.
4. Measure outcomes for children, youth and families.
5. “Destigmatize” family involvement with the child welfare system by integrating our services into the broader system of services and supports that families will call upon when needed.

WORK COLLABORATIVELY

Direction #2: Develop strategic partnerships with families community agencies and government at the governance, management, and service levels to support integrated and seamless service delivery.



HOW WILL WE ACHIEVE THIS DIRECTION?

OBJECTIVES:

1. Partner with families in the decision making process.
2. Work more effectively with service delivery partners by clearly understanding each others roles and responsibilities.
3. Develop shared goals with strategic partners and measure outcomes.
4. Undertake extensive community consultation to build trusting relationships and to ensure our work is aligned with the needs of the many communities we serve.
5. Ensure partnerships actually improve quality of services and access to services.

CHAMPION DIVERSITY, EQUITY AND INCLUSION

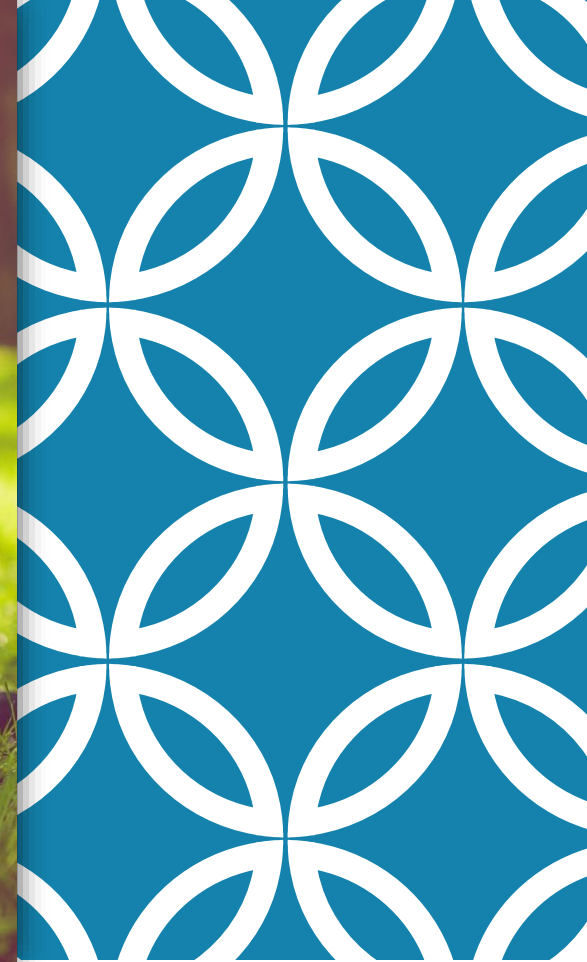
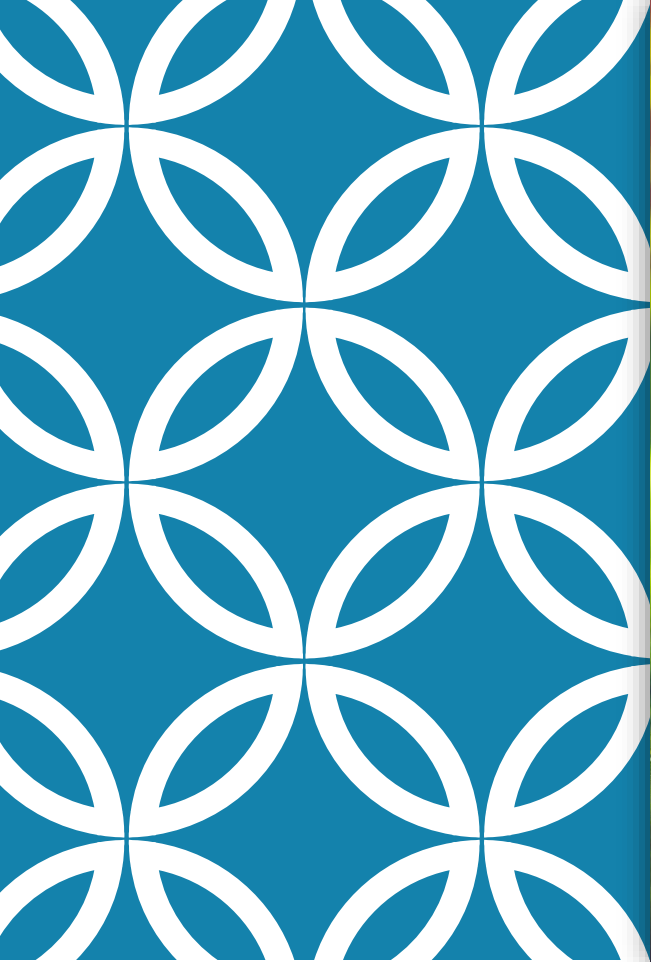
Direction #3: Pursue a culture of **Diversity, Equity and Inclusion** to eliminate disparity and disproportionality in service outcomes.



HOW WILL WE ACHIEVE THIS DIRECTION?

OBJECTIVES:

1. Keep moving our Anti-Black Racism (ABR) strategy forward.
2. Collaborate with key community stakeholders on identifying and incorporating new strategies to address disparity and the disproportionality of Black and Indigenous children in care.
3. Expand the use of data and set targets for improvement to keep us moving forward until we eliminate disparity and disproportionality.
4. Tell the story about our journey to address diversity, equity and inclusion better.
5. Work with diverse and marginalized populations to meet their needs.



THANK YOU

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